POLICY

Lennox College provides all students with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Lennox College’s complaints processes. Lennox College’s appeals process facilitates requests for a review of decisions, including assessment decisions, made by Lennox College or a third party representative providing services on Lennox College’s behalf.

Lennox College’s appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Lennox College, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Lennox College’s process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Lennox College personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal. Students also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

35.1 Appeals Process

Lennox College’s appeals process is publicly available on the Lennox College’s website.

1. Before making a formal appeal, students are required to discuss the matter with the relevant Lennox College personnel in an effort to reach an agreement. Lennox College personnel will undertake to reassess the decision that has been made.

2. If a student is still unhappy, they must lodge a formal appeal in writing to Lennox College Chief Executive Officer.

3. Upon receiving a formal appeal, Lennox College Chief Executive Officer will:
   - Acknowledge receipt of the appeal in writing within five working days; and
   - Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

   The independent member will review the information provided by all parties and either reject or uphold the appeal. The student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Lennox College Chief Executive Officer. The Lennox College Chief Executive Officer will:
• Acknowledge receipt of the further appeal in writing within five working days; and
• Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
  – Uphold the appeal;
  – Reject the appeal; or
  – Recommend further evidence gathering by either party.

The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
• Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
• Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.

All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the Appeals Register. This register is located on the Lennox College Portal available at: https://lennox.rtomanagement.com/lennox/

35.2 Improvement Actions

Lennox College confirms its commitment to investigate and act on any appeal raised, and also to take appropriate action in any case where appeals are substantiated. In cases where an appeal is upheld, Lennox College endeavours to identify the cause of the appeal and implement steps to prevent the situation happening again.

All improvement actions arising from appeals are raised via an Improvement Record. Lennox College maintains a Continuous Improvement Register for recording the receipt and management of improvement records.

Once improvement records are raised, activities review appeals and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The Continuous Improvement Register and Improvement Records are located on the Lennox College Portal available at: https://lennox.rtomanagement.com/lennox/